

**7. Auxiliary Exchange Services**  
**7.1 Custom Calling Service**

Rates and charges for services explained herein are contained in Part M, Section 1.7.

7.1.1	Description
Following are features which comprise Custom Calling.	
A.	<b>Call Waiting</b> signals a customer talking on the line that another call has been placed to the line. The customer may answer the second call and alternate between the calls by manipulating the switchhook.
B.	
C.	<b>Call Forwarding</b> permits a customer to forward all incoming calls to another preselected telephone number. The customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded. No assurance can be given that transmission will be fully satisfactory during Call Forwarding calls.
D.	<b>Call Forwarding Busy Line</b> provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy. When Call Forwarding Busy Line Custom Calling service is provisioned in a 1A ESS central office the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Busy Line service calls.
E.	<b>Call Forwarding Don't Answer</b> provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number does not answer within a predetermined number of rings. When Call Forwarding Don't Answer Custom Calling service is provisioned in a 1A ESS central office the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Don't Answer service calls.
F.	<b>Call Forwarding Busy Line Don't Answer</b> provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy and/or does not answer within a predetermined number of rings. When Call Forwarding Busy Line Don't Answer Custom Calling service is provisioned in a 1A ESS central office the preselected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding Busy Line Don't Answer service calls.

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7. Auxiliary Exchange Services  
 7.1 Custom Calling Service

7.1.2 Regulations	
A.	Custom Calling services are available to one-party residence or business customers served by suitably equipped central offices to the extent that existing facilities are available.
B.	One or more Custom Calling service (except Call Forwarding Busy Line/Don't Answer) may be ordered for a 14 day demonstration period. The period begins the day following the date on which the service is established. <ol style="list-style-type: none"> <li>1. In the event that the 14th day of the demonstration period is a Saturday, Sunday or holiday, the demonstration period is extended through the next regular business day.</li> <li>2. If during the demonstration period, the customer requests that all Custom Calling services be discontinued, neither the monthly rates nor the one time charge, if appropriate applies. If the customer retains one or more of the services beyond the 14 day demonstration period, the monthly rate for each service retained applies from the date the service was initially established.</li> <li>3. One 14 day demonstration period is offered per service per customer.</li> </ol>

7.1.3 Application of Rates and Charges	
A.	A one time charge applies when Custom Calling services are requested subsequent to the installation of a network access line. <ol style="list-style-type: none"> <li>1. The one time charge does not apply if one or more Custom Calling services is ordered during the period when the serving central office is being converted to an ESS office.</li> <li>2.</li> <li>3. For Call Forwarding Busy Line/Don't Answer, a one time charge applies to change the number to which calls are forwarded.</li> </ol>
B.	For Call Forwarding, when a call is forwarded, an additional charge may apply. The charge is determined in accordance with the class of service furnished the customer.
C.	For Call Forwarding Busy Line/Don't Answer, when a call is forwarded to a telephone number served by a different central office control group, an additional charge may apply. This charge is determined in accordance with the class of service furnished to the customer.
D.	<b>Custom Calling Service Package</b> — When three or more services are provided on the same line, a discount will apply to each service excluding the first one for residence or business monthly rates. <ol style="list-style-type: none"> <li>1. The service package applies to Call Waiting, Call Forwarding, Three-Way Calling, and Speed Dialing 8 and 30 Codes.</li> <li>2. A service package combination consisting of Call Forwarding, Speed Dialing 8, and Speed Dialing 30 is not available to residence customers.</li> </ol>

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**15. Service Packages**  
**15.7 Package Bonus Discount**

<b>15.7.1 Description</b>	
<b>A.</b>	Package bonus discount is a billing arrangement that provides a discount to eligible one-party residence customers that purchase the following service(s). 1. Call Intercept Service 2.
<b>B.</b>	To be eligible for the package bonus discount, the customer must subscribe to one of the following packages: 1. Verizon Local Package Extra <sup>sm</sup> 2. ValuePack 3. SoundDeal 4. Verizon Regional Package Extra <sup>sm</sup>
<b>D.</b>	Services and packages are provided subject to their individual service regulations specified elsewhere in the tariff.

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<b>15.7.2 Application of Rates and Charges</b>	
<b>A.</b>	A percent discount applies to the monthly rate for each service specified in 15.7.1A.
<b>B.</b>	A one-time charge does not apply to establish package bonus discount.

**15. Service Packages**

**15.9 Verizon Regional Package Extra<sup>sm</sup>**

15.9.1	Description
A.	Verizon Regional Package Extra <sup>sm</sup> is a billing arrangement which provides residence customers with a combination of local service, unlimited Local Directory Assistance, intraLATA toll and an optional feature package for a single monthly rate.
B.	<p>Verizon Regional Package Extra<sup>sm</sup> includes one-party unlimited exchange service, unlimited Local Directory Assistance, unlimited intraLATA toll and touch-tone service. In addition, customers can select any of the following.</p> <ol style="list-style-type: none"> <li>1. Caller ID or Caller ID - Number Only or Call Waiting ID Deluxe or Call Waiting ID with Name</li> <li>2. Call Waiting</li> <li>3. Anonymous Call Rejection</li> <li>4. Call Forwarding</li> <li>5. Call Forwarding Busy Line, or Call Forward Don't Answer, or Call Forwarding Busy Line Don't Answer</li> <li>6. Call Intercept</li> <li>7.</li> <li>8. Distinctive Ring - Package I</li> <li>9. Distinctive Ring - Package II</li> <li>10. *69</li> <li>11. Busy Redial</li> <li>12. Speed Calling 30</li> <li>13. Three-way Calling</li> </ol>
C.	<p><b>Availability</b></p> <ol style="list-style-type: none"> <li>1. Verizon Regional Package Extra<sup>sm</sup> is available only to one-party residence customers whose basic exchange service and intraLATA toll service are provided over Telephone Company access lines. Verizon Regional Package Extra<sup>sm</sup> is available for resale.</li> <li>2. Verizon Regional Package Extra<sup>sm</sup> is not available in conjunction with any other local or intraLATA toll calling plans or packages.</li> <li>3. Verizon Regional Package Extra<sup>sm</sup> is not available to customers receiving a lifeline reduction in monthly basic exchange service rates.</li> <li>4. Verizon Regional Package Extra<sup>sm</sup> is also not available to customers with ISDN, Centrex, or Student Centrex service.</li> </ol>

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**1. Exchange and Network Services**  
**1.7 Auxiliary Exchange Services**

1.7.1 Custom Calling Services				
ID	Service Category	Rate Element	Rate	USOC
	Call Waiting	Residence – Monthly – Each line equipped	5.50	ESX
		Business – Monthly – Each line equipped	7.75	ESX
	Call Forwarding	Residence – Monthly – Each line equipped	4.75	ESM
		Business – Monthly – Each line equipped	7.75	ESM
	Call Forwarding Busy Line	Residence – Monthly – Each line equipped	2.00	U
		Business – Monthly – Each line equipped	4.00	U
	Call Forwarding Don't Answer	Residence – Monthly – Each line equipped	2.00	U
		Business – Monthly – Each line equipped	4.00	U
	Call Forwarding Busy Line/Don't Answer	Residence – Monthly – Each line equipped	2.75	U
		Business – Monthly – Each line equipped	6.00	U
	Three-Way Calling	Residence – Monthly – Each line equipped	5.00	ESC
		Business – Monthly – Each line equipped	7.75	ESC
	Usage Three-Way Calling	Usage Three-Way Calling – Residence and Business – Per activation charge	.75	U
	Speed Dialing – 8 Code	Residence – Monthly – Each line equipped	3.50	E8C
		Business – Monthly – Each line equipped	5.94	E8C

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FairPoint Communications  
1 Davis Farm Rd  
Portland, ME 04103

(Date)

Dear Customer,

We are writing you to inform you of an upcoming change to your **Talking Call Waiting Service\***. Effective on or about January 30, 2009, FairPoint Communications will discontinue the Talking Call Waiting service in its service territory in the States of Maine, New Hampshire and Vermont while newer and better technical solutions are explored. Our goal is to provide you with an even more robust unified messaging and call management service by mid-2009 and we will contact you as soon as the service is available.

During this period, please consider a service with similar capabilities:

**Call Waiting ID:** This works in conjunction with Caller ID and alerts you to an incoming call when you are already talking on your telephone. Call Waiting ID will also display the name or the number of the person calling you (provided the caller hasn't blocked caller ID information, in which case you will see either "Private Caller or Out of the Area"). This allows you to make a decision on whether to take the call or allow it to go to voicemail.

We apologize for any inconvenience that this may cause. We certainly appreciate and value you as a customer, and look forward to providing you the best communication experience possible with our expanding products and services. To best serve you, all inquires and requests should be directed to your Customer Service Center Representative at 866.984.2001.

Thank you,



Peter Nixon  
President  
FairPoint Communications

\* FairPoint Communications reserves the right to modify the above information prior to the effective date. Any such modifications will be reflected in a subsequent notification to you. Talking Call Waiting service is offered in Maine and New Hampshire by Northern New England Telephone Operations LLC, d/b/a FairPoint Communications-NNE. Talking Call Waiting service is offered in Vermont by Telephone Operating Company of Vermont LLC., d/b/a FairPoint Communications.

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